

Worksheet 4:

Factors Affecting Your Approach to Managing Conflict

From Pickering

Knowledge

- How much do you know about the other person's issues?
- How much does the other person know about your issues?
- How familiar are you about the subject?
- Do you have knowledge that the other person doesn't have?

Authority

- Do you have the authority to make a decision?
- Does the other person have the authority to make the decision?

Power

- How much leverage can you bring to bear on the situation?
- How much power does the other person have over you?

Other

- How important is the relationship to you?
- How important is the relationship to the other person?

Winning

- How important is winning?
- Is losing acceptable?